



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Customer Support Specialist
(Bargaining Unit)

PCN: 103037

DEPARTMENT/Location: Workforce Development/Northland

P. R.: O3

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Operate a personal computer effectively, especially word processing software to create correspondence, reports, memorandums, forms, lists, and labels, to assist supervisor and other agency staff. Use database and spreadsheet programs to maintain unit information systems for specific data management. Answer multi-line telephone; provide telephone coverage for the unit; screen or refer calls, take messages, and answer routine questions. Perform data entry for statistical reporting purposes. Receive, sort, and distribute mail; sort and distribute computer printouts; order and maintain unit supplies; copy reports, forms, correspondence, verification materials, training materials, and other documents. Attend meetings, individual conferences, and training sessions. May assist other units to eradicate backlogs and provide staff coverage.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months of clerical experience; or any equivalent combination of training and experience.

STARTING SALARY: \$11.64 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, February 3, 2015

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Monday, February 9, 2015

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Monday, February 16, 2015

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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